



## Managed Mobile Device Email User Agreement

This user agreement covers ONLY the use of a Managed Mobile Device that interacts with the State of Montana's Microsoft Exchange mobile device connection interface.

For a definition of a managed mobile device or to find out more information about the E-MAIL MOBILE service, go to the Service Catalog located on the MINE Portal.

The user acknowledges and agrees:

1. The Department of Administration, Information Technology Services Division (ITSD), may wipe my managed mobile device, **STATE OR PERSONAL**, without any notification, resulting in loss of all data on the managed mobile device and setting the managed mobile device back to factory default settings. ITSD will make a reasonable effort to contact the appropriate agency personnel to inform them of the managed mobile device wipe, and reasons for the wipe, in a timely manner. Some of the common reasons to wipe a managed mobile device are listed below:
  - a. If the managed mobile device is suspected of being compromised and poses a threat to the State.
  - b. If the user of the managed mobile device violates State policies and statutes concerning the use of the mobile device.
  - c. If a technical issue arises that requires the managed mobile device to be wiped to resolve.
  - d. If the mailbox associated with the managed mobile device is disabled.
  - e. If the owner of the managed mobile device resigns, is terminated or suspended with/without pay.
2. During the initial synchronization with the Exchange infrastructure, a default Exchange Security Configuration (ESC) will be pushed to my managed mobile device. For information regarding the ESC read the "Managed Mobile Device Email Security Configuration" document. This ESC is meant to protect and secure the State's information on my managed mobile device. This ESC may change the way my managed mobile device works when I connect it to the Exchange infrastructure and could disable or enable features on my managed mobile device. If I require features that were changed by the ESC, then I may apply for the UNMANAGED Mobile Device policy through my agency or not use the E-MAIL MOBILE service.
3. The ESC may change because it is periodically reviewed. ITSD will attempt to inform customers before any changes, but in the case of an emergency change, this contact may not be possible.
4. If I lose my managed mobile device that is configured to connect to the State of Montana's Exchange Infrastructure, I am required to take the actions listed below as soon as possible, but no later than 24 hours from losing my managed mobile device.
  - a. Contact my Security Officer and report the loss.
  - a. Wipe all data from the managed mobile device via the Outlook Web Access *Options* page.  
<http://mine.mt.gov/it/pro/win2kadmin/exchange/managingmobiledevicethroughowa.mcp>
  - b. Contact the cellular company that provides my service and have the managed mobile device deactivated.
  - c. Change my Active Directory password.



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- d. Open an incident with ITSD's Service Desk, either via email to [ServiceDesk@mt.gov](mailto:ServiceDesk@mt.gov) or by calling 444-2000 to notify ITSD's Exchange Infrastructure Administrators of the loss and what actions have been taken. After being notified of a lost managed mobile device, the Exchange Infrastructure Administrators will confirm the data wipe of the managed mobile device.
5. DOA ITSD's responsibility is limited to verification that the mobile device connection interface is up and available and that a DOA ITSD test mobile device can use the mobile device connection interface. DOA ITSD WILL NOT provide troubleshooting or support for managed mobile devices.
6. Support of the managed mobile device is provided by the mobile device provider or other agency designated staff.
7. My use of managed mobile device is also governed by the following policies and laws, Electronic Mail ENT-Net-042; User Responsibility ENT-SEC-081; Internet Acceptable Use ENT-INT-011; and 2-15-114 and 2-17-534, MCA.
8. All network activity conducted while doing State business and being conducted with State resources is the property of the State of Montana; and, the State reserves the right to monitor and log all network activity including email, text messages, Twitter messages, Internet use, and all other social media, with or without notice. Therefore, I have no expectations of privacy in the use of these resources and the content of the messages sent using these resources.

By signing this agreement, I acknowledge that I have been made aware of and understand the appropriate uses of managed mobile devices with the State of Montana Exchange infrastructure and I have reviewed the MANAGED MOBILE DEVICE EMAIL SECURITY CONFIGURATION document associated with this service. I also acknowledge that I have read and understand the policies and laws referenced in this agreement and agree to comply with these policies and laws.

### MANAGED MOBILE EMAIL USER

Signature: \_\_\_\_\_ Date: \_\_\_\_\_ (DD/MM/YYYY)

Print Name: \_\_\_\_\_

### AGENCY SECURITY OFFICER

Signature: \_\_\_\_\_ Date: \_\_\_\_\_ (DD/MM/YYYY)

Print Name: \_\_\_\_\_

**The information above may not be altered in any way. This space may be used for agency-specific approval needs.**

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**Mail or deadhead the signed original of this form to: ITSD Service Desk, C/O Mobile Email, 125 North Roberts, Mitchell Building Room 207, Helena, MT 59620. Please call 406-444-2000 for assistance.**